

CITY OF NEW ORLEANS

INFORMATION TECHNOLOGY AND INNOVATION

The **City of New Orleans**, under new leadership, is working intensely to dramatically improve performance, transparency, and accountability in New Orleans City government. With this mission, the former department of Management Information Systems, is completely restructuring, hence the new department name – **Information Technology & Innovation (ITI)**. This transformation will be a key component of the success of City Hall priorities (e.g., Public Safety, Sustainable Communities, Open & Effective Government, Children and Families, Economic Development, and Innovation).

While there has been some progress, **ITI** is eager to increase its capacity, skill level and enthusiasm to deliver information technology solutions. We are seeking talented and innovative professionals with intermediate to expert experience in technical and business process fields. Our recruiting goal is to build agile teams that will be successful at delivering in three areas:

1. Stabilize the technology and network infrastructure for the City of New Orleans
2. Drive innovation and performance improvement to enhance the delivery of all city services
3. Increase the availability of information to improve decision making for city employees as well as for the citizens of New Orleans

*Please see the accompanied job description.

We will continue to accept applicants until this announcement is withdrawn.

Please submit resumes to: stvalcour@nola.gov



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OFFICIAL CLASS TITLE: Chief Technology Officer (CTO)

ENTRANCE SALARY: \$x PER YEAR

KIND OF WORK:

Essential Duties & Responsibilities: Include, but not limited to the following:

This is a senior management position reporting directly to the Chief Information Officer within the Information Technology and Innovation department. The CTO is responsible for the overall vision and growth of the technology discipline for the City of New Orleans. The incumbent will exercise authority in the planning, development, and execution of the technology strategy in support of the mayoral priorities of the City of New Orleans. Additionally, providing leadership and direction to the team in the establishment of an enterprise technology platform.

- Provide stable technology and information systems support to make city services more effective, efficient and equitable across all populations and neighborhoods (including those with limited access to technology)
- Assist in the development of an IT strategy that is updated annually and effectively communicated and approved (where necessary) to stakeholders inside and outside City Hall
- Coordinate with other technology groups (Project Management Office, Quality Assurance/Quality Control, and Service & Innovation) to support IT Governance and ensure the successful delivery of technology projects
- Direct all technology activities including systems and infrastructure, telecommunications and network, help desk, security, applications and portfolio management
- Create, validate and implement a City-wide data warehousing strategy
- Develop and manage a city-wide, performance-based IT budget
- Foster an organizational culture where opportunities for cost-savings are identified, shared and implemented
- Work with CIO and within civil service framework to maintain accurate job descriptions, create a culture of performance management, as well as build internal capacity and institutional knowledge
- Develop and execute service level agreements (SLAs) with agencies that define tech support, application development, shared or centralized IT solutions, and other services
- Proactively identify potential cross-agency IT solutions, and manage such plans, budgets and implementations
- Establish standards and systems for sharing public data, and data archiving and retention

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- Establish performance metrics for all IT initiatives and services
- Develop and document IT policies and procedures city-wide
- Oversee the development of a consistent and usable web presence that is easy for departments to keep up-to-date and accurate
- Develop, test and implement business continuity and disaster recovery plans
- Centralize procurement of IT hardware, software and services to gain cost efficiencies

MINIMUM QUALIFICATION REQUIREMENTS:

Required Skills/Knowledge/Experience:

- 10+ years of progressive IT and technology experience
- Minimum of 5 years of executive-level experience in IT
- Proven successes implementing major IT changes/projects within a diverse organization
- Experience managing medium to large IT organizations
- Full and complete understanding of ITIL
- Direct development and execution of an enterprise wide information security plan that protects the confidentiality, integrity, and availability of the company's data and servers
- Strong understanding of Object-Oriented Principles and Design Patterns
- Deeply familiar with all aspects of Technology Enablement online including Server-Side Technologies, Client-Side Technologies, Hosting, Application Monitoring, Performance Monitoring, Quality Assurance, Release Management
- Robust knowledge of .NET, SQL, backup and storage technologies
- Experience developing and documenting technology strategies
- Highly professional IT credentials and well-respected among peers
- Ability to manage expectations (public and within City Hall), and work well with people from many disciplines and varying degrees of technical experience
- Ability to establish and maintain effective personal working relationships with department heads, staff, and vendors
- Ability to effectively direct the work assignments of reporting personnel, and elicit from them high levels of loyalty, morale, and individual performance
- Skilled in analyzing complex business systems and developing timely, efficient and cost effective solutions

Education:

- BS or BBA in Information Technology related field preferred or have considerable work experience in the application of information technologies (graduate degrees preferred)

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Certification:

- Certifications are a plus but not required (e.g., ITIL, PMI/PMP, or other technology certifications)

